



New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	I	Mission, Vision and Guiding Principles	
Chapter:	A	Mission, Vision and Guiding Principles	3-14-1985
Subchapter:	1	Mission, Vision and Guiding Principles	
Issuance:	400	Comprehensive Community Support System	

Purpose:

This issuance establishes policies and procedures related to the Division's Comprehensive Community Support System

Authority:

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Policy:

A) Model Community Support System 3-14-85

As outlined in the CP&P Mission Statement, a model community support system designed to meet the needs of families in crisis must provide services which will: 1) protect vulnerable children and adults from abuse, neglect or exploitation; 2) support family preservation and community living; 3) prevent family violence and disruption. The resources available within this system, both program and human, must interact in the partnership approach. The human resources, including the client himself, friends, neighbors and/or relatives, must effectively interact with and be complemented by program resources. A model community support system includes the following:

- a network for providing adequate housing for families in need, such as emergency shelters,
- financial assistance,
- employment services/training,

- health services,
- mental health services,
- transportation services,
- support services such as food banks, soup kitchens, child care, parenting education, etc.

All these services, clients, family, friends, and the Family Service Specialist working together to help families solve problems are a comprehensive community support system.

B) Concepts 3-14-85

A comprehensive community support system emphasizes the concepts of:

- local planning as a forum for role definition among service agencies and community groups,
- development of a service environment which encourages clients self-reliance and independence,
- mutually agreed upon roles and responsibilities among service agencies and community groups and the clients they serve,
- a local service system which includes natural, local informal and formal, public and private resources organized around the service needs of individuals and families within the community,
- coordinating available services so that they are received by client families as quickly and effectively as possible.

C) CP&P Role in Comprehensive Community Support System 3-14-85

Various levels of CP&P staff and administration participate in the development and utilization of the comprehensive community support system.

The Family Service Specialist both contributes to the development and utilizes the system through the following activities as they relate to each individual and family:

- identifies gaps in the service system and relays this information to Local Office management,

- identifies and utilizes all possible program and human resources which are needed to preserve and stabilize the family,
- evaluates resources which were utilized and share findings with the Local Office Resource Coordinator or designee,
- is knowledgeable about the resources available in the community,
- refers clients to the appropriate resources,
- develops written service plans that draw on the resources and strengths of the community and the family, and
- coordinates service plans with participating agencies and the client family.

The administration develops and enhances the system by:

- gathering information about the service needs of the client population;
- identifying gaps in the support system;
- identifying and developing program and human resources directly or in cooperation with other Divisions and Departments and other local planning groups i.e., Human Services Advisory Councils;
- developing formal linkages between resources through written agreements.

D) Program Resources 3-14-85

Program resources are the services available through public, private, and volunteer agencies which can meet the needs of families in crisis, such as social services, health services, and housing. The following are suggested areas to be explored when identifying program resources within a particular county or service area:

- Court and Legal - e.g., Juvenile/Family Crisis Units, Police
- Social Services and Mental Health - e.g., CP&P Community Mental Health Centers
- Health - e.g., Emergency health care clinics and hospitals
- Education - e.g., School special services
- Housing - e.g., Emergency shelter facilities for families
- Employment - e.g., Vocational rehabilitation programs

- Income Maintenance - e.g., Public Welfare
- Recreation - e.g., YMCA and YWCA
- Churches - e.g., Churches Youth Programs
- Civil Organizations - e.g., Kiwanis

E) Human Resources 3-14-85

Human resources include the client's family, friends, co-workers, and neighbors. The Family Service Specialist identifies those persons who may be resources to families in crisis. In addition, the Family Service Specialist evaluates the degree to which the client can be his own resource and encourages this growth and independence.

F) Linking Resources 3-14-85

The effectively planned and orchestrated interplay of program and human resources is essential to the comprehensive community support system.

Communication and negotiation are the keys to developing service linkage. Through communication each program develops mutually agreed upon service principles and a partnership approach to service delivery. Linking program resources:

- increases the likelihood of continuity of care for clients and probability that services offered by different agencies to the same clients will complement each other; and
- increases both the efficiency and the effectiveness of services by reducing the need for each agency to provide every service that a client might need.

Procedures:

A) Linking Resources

The following are suggested activities for linking program resources:

- developing affiliation agreements,
- exchanging information and networking,
- developing joint intake, screening and referral procedures,
- ad hoc case coordination,

- participating in case conferences,
- participating in multi-disciplinary teams,
- developing and implementing Joint Projects,
- encouraging joint case management,
- establishing liaisons,
- developing contractual obligations.

The process of linking resources must also address those human resources which can be utilized to complement program resources. This linking of human and program resources will assist the Family Service Specialist in more effectively meeting the service needs of families. The client himself and other appropriate individuals involved with the family must become active partners in the development of case goals and the service plan to meet those goals.

B) Procedures Related to Identification of Public and Private Service Agencies³⁻¹⁴⁻⁸⁵

Local Office Resource Coordinator or Designee Responsibilities:

1. Contact the County Human Services Advisory Council for listing of available services and service providers within the county.
2. Obtain copies of existing directories for organizations in the county, such as:
 - United Way,
 - Children & Youth Services Dictionary (Child Protection Reports),
 - state library,
 - county library,
 - state telephone directory--call state agencies for public information pamphlets about their organization,
 - county telephone directory,
 - Self-Help Clearinghouse Directory,
 - listing of hot lines/help lines,
 - local telephone directories,

- legal services
 - advocacy groups
3. Contact service providers to complete Resource Information Sheet to include in Program Resource File. See II A 6021.
 4. Maintain program resource files on service agencies and community groups used by the office.
 5. Organize the program resource information into a directory which is accessible to casework staff.
 6. Ask all Local Office staff to participate in gathering information for the directory.
 7. Be alert for news and TV spots on new services and resources.
 8. Maintain, update and expand the directory in a planned, systematic way. Expand files to include individual worker's comments on experiences with the resources, e.g., "On May 5, 1983 I referred a client to X-Y-Z agency and within 2 days they had an appointment scheduled for the speech therapist to test the child. The results were explained in detail to the parents and me, etc."
 - Note which agencies have negotiated an affiliation agreement with the Local Office.
 9. Encourage all staff to use the directory and supply new information.

All Staff Responsibilities

10. Submit new entries or comments on existing items to Resource Coordinator. Provide addresses, telephone numbers and contact persons when appropriate.

Designated Staff Responsibilities

11. Assemble a display of pamphlets, posters and flyers regarding services and resources available to clients that can be maintained in the office waiting room/area.

Key Terms (Definitions):

Forms and Attachments:

None

Related Information:

None